

Protecting Your Financial Interests



DISB
Government of the District of Columbia
Department of Insurance, Securities and Banking

DISB Diversity Initiatives
August 11, 2022

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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Diversity Programs

Department of Insurance, Securities and Banking (DISB) Programs to expand diversity in the financial services industry.

- Gallaudet University Department of Risk Management & Insurance Interns
- Financial Services Academy
- Mayor Marion S. Barry Summer Youth Program Insurance Cohort



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Gallaudet University



Gallaudet University was founded in 1864 by an Act of Congress; its charter was signed by President Abraham Lincoln. It is the world's only liberal arts university for Deaf and hard of hearing (HOH) students. The university was named after Thomas Hopkins Gallaudet, a notable figure in the advancement of Deaf education.

Gallaudet started a Risk Management & Insurance program eight years ago and sought internships for the students. DISB was the first to accept an RMI intern from Gallaudet in 2016.

To date, DISB has hosted nine Gallaudet interns.

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Deaf Awareness Workshop

At the start of each year's internship, Gallaudet staff lead a Deaf awareness workshop for DISB staff. The purpose of the workshop is to:

- Learn about realistic attitudes toward, and expectations of, Deaf and HOH people
- Discuss communication strategies and skills for integrating Deaf and HOH employees into the workplace
- Learn about accommodations for Deaf and HOH individuals



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Deaf Awareness Workshop

Part of the workshop includes a quiz. Some of the **TRUE** or **FALSE** questions:

- The majority of Deaf people read lips well. **FALSE**
- If you speak very slowly and over enunciate your words, it becomes easier for a deaf person to understand you. **FALSE**
- American Sign Language (ASL) is a universal language. **FALSE**
- Facial expression is important in ASL. **TRUE**
- To get a Deaf person's attention, it is acceptable to tap on his/her shoulder. **TRUE**
- Recent technology of cochlear implants has made it possible for Deaf people to hear and speak normally. **FALSE**

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Gallaudet Interns



The interns range from having cochlear implants to being HOH and completely deaf. We utilize several methods for communicating with the students.

- A few staff members know ASL, including the Commissioner and two staff who previously worked at Gallaudet
- Email, text and written notes
- Free telephone and video relay services
- Sign language interpreters through the District's Office of Disability Rights (with a little advance notice)

Communication has never been an issue.

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Internship Program

Interns shadow Department staff, learn what they do, and develop an insurance-related project that involves research and a PowerPoint presentation at the conclusion of the internship.

The project must involve an issue relevant to the intern and demonstrate consideration of regulatory implications and applicability in different communities.

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Internship Program



Insurance-related project topics have included:

- Telematics for automobile insurance
- Wearable devices, particularly their use in health insurance
- Voice-Assisted Technology (e.g., SIRI)
- Robotics and AI
- Bitcoin
- COVID-19 and the resultant increase in the use of technology

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Internship Program



The interns' projects have encouraged DISB staff to further consider the impact of what we do on all members of our community.

For example, fitness trackers use complicated algorithms to estimate your steps or other activities and can be thrown off by vigorous arm movement while signing; and for people who are in a wheelchair or unable to wear a wrist-based fitness tracker, they may not be able to avail themselves of certain benefits.

As a result, when insurers present DISB with programs that use new technology, we ask if the impact on different populations has been considered.



Moving Forward

Earlier this year, Gallaudet University President Roberta Cordano and Commissioner Woods signed an MOU that builds upon the existing partnership.

DISB will create fully accessible internships for Gallaudet undergraduate and graduate students, including those who are underrepresented, to introduce them to the financial services sector, with the goal of opening full-time employment opportunities. These internships will be offered through DISB's Financial Services Academy. There will be robust partnership development and industry partnership engagement, and joint marketing of the program.





Financial Services Academy

The DISB Financial Services Academy is a public-private partnership designed as a year-round program for students in high school, college and post-graduate programs to train for careers in the financial services industry.

The academy is comprised of five programs:

- 1) Year-Round Internship Program
- 2) Year-Round Externship Program
- 3) Bank on DC Young Money Managers Program (celebrating its 10th year)
- 4) **DISB SYEP Insurance Internship Program**
- 5) DISB SYEP Securities Internship Program

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Financial Services Academy



The purpose of the academy is to:

- Introduce and expose high school and college students (especially underrepresented students) to the financial services sector;
- Eliminate barriers, like unpaid internships or scarce pre-career opportunities, to allow full student participation in the financial services sector; and
- Build pathways for all communities to successfully gain full-time employment in the insurance, securities and banking industries.

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Summer Youth Employment Program

Established in 1979 by Mayor Marion S. Barry, MBSYEP is a locally funded initiative that provides young people in the District with six weeks of enriching and constructive summer work experience through subsidized placements in the private and public sectors. The program partners with hundreds of DC employers who are uniquely positioned to provide relevant training and guidance to DC's youth in order to help them develop the positive work habits and job skills necessary to secure future employment.



DISB SYEP Insurance Internship Program



The DISB SYEP Insurance Internship Program is in its second year and builds upon the Bank on DC Young Money Managers Program. It works to provide unbanked and underbanked individuals access to low-cost, safe financial accounts, products and services and high-quality financial education.

The insurance program seeks to raise awareness of high school and college students in the District about potential careers in the insurance sector.



DISB SYEP Insurance Internship Program

During their six-week time with the Department, the students:

- Attend classes where they learn about financial services concepts
- Hear presentations from subject matter experts about the expert's role in the financial services industry
- Develop an idea for a capstone project for which they will do research and present a final project targeted to young people.

